

# AlgoSYS

**AlgoSYS** is a software product of Algotech, monitoring the quality, availability and performance of voice services. The product is extremely user-friendly and, besides the graphical outputs of the monitoring itself, it provides the escalation of problems by means of sending an alert in the event of occurrence of a problem. The solution helps the customers to analyze the situation easily and respond promptly to the events occurring and thus it saves time during problem solving, as well as costs.

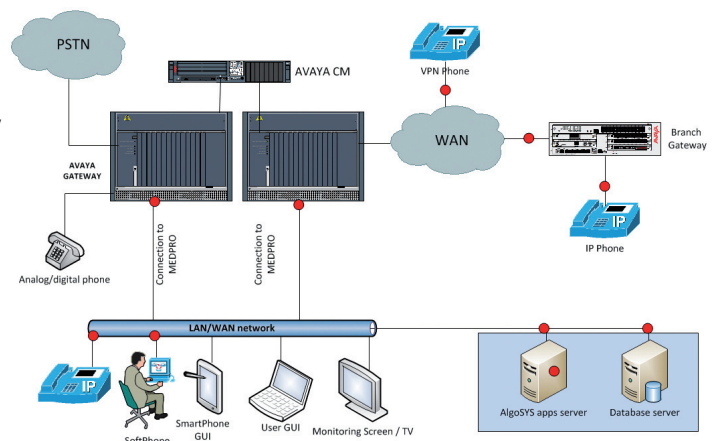
## Key features and benefits

- the product can be used for all versions of Avaya CM supporting VoIP
- web multi-language Graphic User Interface (GUI) for users of smartphones
- detailed setting enabled during the installation
- the report of exceeding the threshold values is done in real time
- works with databases of the Oracle or MS SQL type (can be supplied together with the product or the customer's database can be used)
- equipped with the diagnostics of the product's own operation
- graphic output for the supervision centre
- enables detailed setting of user roles according to the customer's requirements
- the product can be completely customized to the company graphics elements
- the product can be adapted to the customer's requirements
- reasonable price for top quality

## AlgoSYS enables:

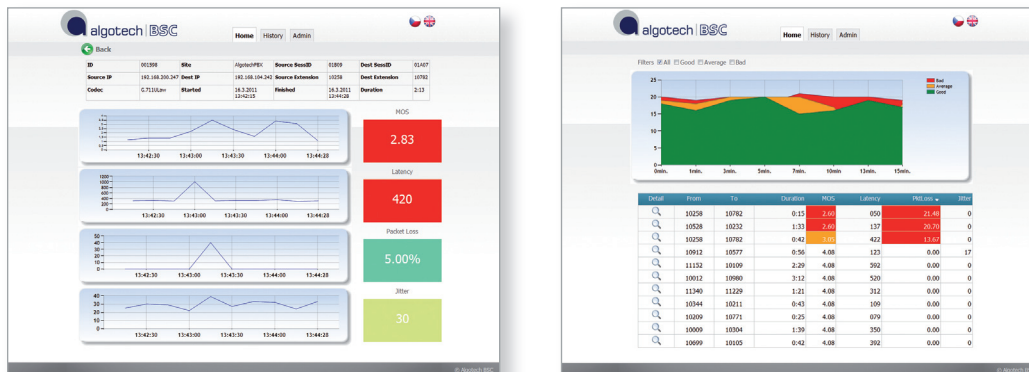
### Quick problem identification – saving of time

- all states and events are displayed on the initial page and available without complicated searching
- the problems with quality and availability are presented in a modern graphical form – “dashboard”
- the initial page layout can be created according to the customer's individual needs



## Sending of alerts – immediate possibility of solution, saving of costs

**AlgoSYS** informs immediately about the exceeding of the threshold values, which also allows the prevention of a potential problem. The key operation employees are informed according to the preset escalation matrix, which reduces the time needed for solving the problem.



## Measuring of quality parameters of voice services, availability and performance of control and optimization of resources

**AlgoSYS** permanently monitors the quality, availability and performance of voice services of the supervised devices, which enables following of their status both in real time and for the elapsed period.

### Customer outputs:

**AlgoSYS** enables clear graphic outputs about the voice services quality and its parameters:

- call quality index
  - ▶ MOS
  - ▶ packet loss rate
  - ▶ delay
  - ▶ jitter
- information about the current call
- time of the performed call and its duration

**Algotech offers many other products and services (consulting, training, development, etc.). For more information please visit [www.algotech.eu](http://www.algotech.eu).**

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